Mississippi Veterans Affairs Board Strategic Plan FY 2011-2016

Our Mission

"To <u>Honor</u> Mississippi Veterans and their Dependents, through superior <u>Service</u>, <u>Care</u>, and <u>Assistance</u>."

Our Vision

"A <u>responsive</u>, <u>efficient</u> and <u>resilient</u> Agency; able to provide superior service to all Mississippi Veterans and their dependents."

Our Core Values

Honor:

We will strive daily to honor the service and sacrifice of our men and women who have served and who continue to serve in our Armed Forces and their families through our actions and dedication to serving their needs.

Honesty:

We will be diligent and straightforward in all our dealings both inside and outside the Agency and will strive to be the model of truthfulness and trust in all we do.

Integrity:

We will be consistent in our actions to provide superior service to all that we serve and will uphold the highest standards in all that we do.

Accountability:

As an Agency, and as individuals, we will be responsible in all our actions and will take responsibility for those actions. We will be reliable stewards of the resources entrusted to us and will be the model of transparency in all that we do.

Enabling Legislation

Mississippi Code of 1972: § 35-1-7, General duties and powers of board. "The duties of the State Veterans Affairs Board shall be to assist former and present members of the Armed Forces of the United States, and their dependents, in securing any benefits or privileges under any federal or state law or regulation to which they are entitled and to advise the Governor and Legislature on Veterans affairs. Moreover, veterans or their dependents shall be

given their choice of organizations to represent them in instances where a case is appealed, and the board shall lend its full cooperation in connection therewith."

Goals, Strategies and Objectives

- Stabilize Funding: Create policies and methods to provide stable and consistent funding stream.
 - > Seek long term legislation consistent with SVAB mission.
 - Pursue new Revenue Sources.
 - Increase Efficiency of Operation.
- Increase number of service choices for Veterans: Exploit emerging/changing opportunities to provide more, new and improved services.
 - Provide burial option for Veterans and Spouses.
 - ➤ Increase number of approved (for VA funding) OJT programs in Mississippi.
 - Develop new media products for distribution to/for Veterans.
- Continuously improve quality of service: Create a "service-minded" Agency environment that increases employee desire to continuously improve service delivery.
 - > Improve retention of quality employees.
 - Improve continuity of service/care to Veterans.
- Improve inter-agency coordination and relationships: Increase cross-agency participation and partnerships.
 - > Develop Networks with other Agencies.
 - ➤ Increase Agency visibility with Governor and Legislature.
- Increase public awareness of Agency: Develop and initiate programs to increase statewide awareness and support of the Agency, its mission and its goals.
 - Develop and implement Agency Marketing Plan.
 - > Develop Agency services directory.
 - > Develop standardized agency material.
- Improve Agency Technology capability: Provide enhanced computer and automation architecture and systems geared toward Agency mission.
 - ➤ Improve delivery of IT services (inside and outside Agency).
 - ➤ Improve IT systems survivability.